

**Help Desk / Support Specialist
Centralized Alabama Recipient Eligibility System Project
(CARES Project)**

STATEMENT OF WORK (SOW)

Agency Name:	Multiple Agency Engagement
Agency Project Name:	Centralized Alabama Recipient Eligibility System Project (CARES Project)
Agency Project Sponsor:	Shannon Crane CARES Program Director
Agency Project Manager:	Shannon Crane CARES Program Director
SOW Period of Performance:	Estimated Start Date: 11/3/2014 Estimated End Date: 9/30/2016 Note: The timeframe above is the expected duration of the project. SOWs will renew annually and the rate table will reflect a standard 2080 hour year.
Contractor Name:	
Contract or Purchasing Vehicle:	Universities or State of Alabama State Wide Contract T013, Solicitation No. 2236181
Professional Service to be Provided:	Help Desk / Support Specialist
Description of Services to be Provided:	Provide help desk services and support for public users and case workers for: CARES Project Other tasks as assigned by the Project Sponsor and Manager
Scope of Services:	Provide the following duties: <ul style="list-style-type: none"> • Provide technical assistance and support for incoming questions and issues related to CARES systems and software • Respond to questions and issues in person, over the phone, or via email • Work with other members of the CARES team to provide

	<p>sufficient information to diagnose and resolve issues that are not easily resolved</p> <ul style="list-style-type: none"> • Assist with onboarding of new users, including setup and deployment of hardware and software • Quickly address user issues, and follow up to ensure that issues are resolved • Resolve technical issues with user active directory accounts, network access, and other systems • Document internal procedures • Provide users guidance and access to internal administrative tools as well as other tools • Install, test, configure, and update new workstations, peripheral equipment and software • Maintain inventory of equipment, software, and software licenses
<i>Project Deliverables:</i>	<p>Provide the following deliverables per direction of and assignment by the Agency Project Sponsor and/or the Agency Project Manager:</p> <ul style="list-style-type: none"> • Help Desk Tickets • Status Reports • Other deliverables as identified & assigned
<i>Help Desk / Support Specialist Minimum Requirements:</i>	<p>The Help Desk / Support Specialist provided shall, at a minimum, meet the following requirements or possess an equivalent combination of education and experience:</p> <p>Experience:</p> <ul style="list-style-type: none"> • Experience with State Government, Medicaid, CHIP and DHR business area or healthcare industry • Experience supporting a large number of users with technical questions and issues • Strong analytical and troubleshooting skills required, including a thorough understanding of how to interpret users' technical questions and issues, and ability to resolve these issues. • Excellent verbal and written communication skills and the ability to interact professionally with a diverse group, executives, managers, and subject matter experts. • Proficiency with MS Office (including Word, Excel, Outlook, PowerPoint, Access) • Proficiency with Help Desk and Ticket Management Software <p>Skill/Technology:</p> <ul style="list-style-type: none"> • 2 years relevant technical experience as a Help Desk or Support Specialist:

	<ul style="list-style-type: none"> • Experience with utilizing and maintaining Help Desk and Ticket Management software • Excellent written and verbal communication skills • Ability to develop and negotiate win/win solutions to technical issues • Experience with active directory user management • Ability to setup and support a variety of different software products for multiple users <p>Education/Certification:</p> <ul style="list-style-type: none"> • High School diploma or equivalent • Preferred - Associate's or Bachelor's degree in Information Systems or related field
<i>Help Desk / Support Specialist Assignment:</i>	The Agency Project Sponsor and/or Agency Project Manager reserve the right to approve or disapprove all Help Desk / Support Specialist resources assigned to this SOW in advance.
<i>Help Desk/Support Specialist Termination:</i>	<p>Termination of this SOW may occur upon the delivery and acceptance of all services due under this SOW, regardless of the number of remaining hours on the SOW. The Contractor shall be given a written notice 30 days prior to an early termination in part or whole of the SOW.</p> <p>The Agency Project Sponsor reserves the right to terminate an individual assigned as the <u>Help Desk / Support Specialist</u> under this SOW in whole or in part at any time. The Contractor shall be provided with a 15 day written notice if the <u>Help Desk / Support Specialist</u> is terminated.</p> <p>The resignation of the <u>Help Desk / Support Specialist</u> from this SOW or the Contractor's staff, or the termination of employment by the Contractor, requires that the Contractor provide a notification in writing to the Agency Project Sponsor within five business days (Monday through Friday, excluding State Holidays).</p> <p>Replacement of a terminated or resigned <u>Help Desk / Support Specialist</u> is at the discretion of the Agency Project Sponsor. If a replacement for the <u>Help Desk / Support Specialist</u> is requested by the Agency Project Sponsor, the Contractor must submit résumés of proposed <u>Help Desk / Support Specialist</u> replacements within ten business days after receiving a written termination notice from the Agency Project Sponsor or a resignation of the <u>Help Desk / Support Specialist</u>. The Agency Project Sponsor shall have up to seven business days after receiving the Contractor's candidate résumés in which to make a selection or to request a new set of</p>

	<p>résumés if a <u>Help Desk / Support Specialist</u> replacement is not selected from the submitted résumés.</p> <p><i><u>Mutual consent of both parties is required to extend any of the time-frames as specified above.</u></i> If new résumés are requested, the time for the Contractor's submission and the Agency Project Sponsor's response shall begin as previously defined in this section of the SOW.</p> <p>The Agency Project Sponsor shall notify the Contractor in writing when a replacement <u>Help Desk / Support Specialist</u> is selected from the submitted résumés. The replacement/new <u>Help Desk / Support Specialist</u> shall begin work on site at the Agency within seven business days after the Contractor receives the Agency's written notification of a selection.</p> <p>The Contractor shall be required to provide updated project information to the replacement/new <u>Help Desk / Support Specialist</u> prior to his/her arrival for work.</p> <p>The <u>Help Desk / Support Specialist</u> services shall be automatically terminated by the exhaustion of all of the total hours (Maximum Billable SOW Hours Per Year) and/or total dollars allocated (Total Contract Amount) under this SOW. The Contractor shall not be reimbursed for hours expended beyond the total hours allocated under this SOW.</p> <p>The Contractor shall track hours used and dollars expended for the <u>Help Desk / Support Specialist</u> resource. When the remaining hours on the SOW fall <i><u>below an 80 hours threshold</u></i> on the Maximum Billable SOW Hours Per Year, the Contractor shall submit a written alert to the Agency Project Sponsor informing him/her of the remaining billable hours that are left. The Contractor shall monitor the remaining hours burn rate to ensure that the hours used do not exceed the Maximum Billable SOW Hours Per Year.</p> <p>Amendments to this SOW must be made in writing by the Agency Project Sponsor. The terms and conditions of the amendment must be agreed to by both the Agency Project Sponsor and the Contractor and formally signed-off on by the Agency Project Sponsor and an authorized authority of the Contractor. Terms and conditions of the signed amendment to the SOW shall supersede the original SOW terms and conditions where applicable.</p>
<p>Key Assumptions:</p>	<p>The Agency Project Sponsor is ultimately responsible for the creation and interpretation of this SOW, and its management or execution.</p>

	<p>The Agency Project Manager will provide the day-to-day oversight, direction, and management to the <u>Help Desk / Support Specialist</u>.</p> <p>The <u>Help Desk / Support Specialist</u> will provide ample knowledge transfer to CARES staff.</p>
Responsibilities of Both Parties:	<p>The spirit of this engagement is one based on mutual advantage and partnership. In keeping with this and in order to achieve success, the Contractor will provide a single point-of-contact to coordinate activities of the engagement.</p> <p>CARES Program Director shall designate the identified Agency Project Sponsor as specified in this SOW with responsibility and authority for review and approval of deliverables under this agreement. This individual will also be the main point-of-contact to escalate problems, issues or risks related to the engagement.</p> <p>In order to accomplish the tasks outlined in this SOW and to provide the deliverables in accordance with an approved schedule, the Contractor and the Agency Project Sponsor must agree upon the provisions described in the Key Assumptions section.</p>
Work Environment:	<p>The <u>Help Desk / Support Specialist</u> allocated under this SOW will work on site at the CARES office located in Montgomery, Alabama. Any exceptions to this requirement must be approved in advance by the Agency Project Sponsor and/or Agency Project Manager.</p>
Agency Provided Resources:	<p>Office, desk, chair(s), computers, printers, office supplies, access to copy and fax machines, network IDs, email accounts, security software as designated by the Agency, identification badges and Cardkey access as needed, Internet access, parking (subject to availability and approval) and desktop software. Additional equipment or software may be provided if required and approved by the Agency Project Sponsor.</p>
Regular Working Hours:	<p>The <u>Help Desk / Support Specialist</u> will work the same regular working hours as other Agency personnel or as defined in writing by the Agency Project Sponsor. Agency personnel regular working hours are 8:00 AM to 5:00 PM Monday through Friday including a one hour lunch break and two fifteen minute breaks.</p> <p>Unless otherwise directed or approved in advance, the <u>Help Desk / Support Specialist</u> will not work on weekends or State holidays.</p> <p>The Agency Project Sponsor may provide additional working hours guidance and/or policy to be followed.</p>
Overtime Hours:	<p>Any work in excess of 40 hours a week for <u>Help Desk / Support Specialist</u> assigned to this SOW must be approved by the Agency</p>

	Project Manager and/or Agency Project Sponsor <u>in advance</u> . Excess hours will be billed at the normal hourly rate as defined under this SOW.
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